

Appl. No.: 09/656,678  
Filed: September 7, 2000  
Amdt. dated 01/18/2006

Amendments to the Claims:

1. (Currently Amended) A method of collaboratively identifying, prioritizing, and resolving issues affecting a series ~~administered by an originating entity, the series comprising a plurality of~~ similar complex systems, the method being implemented over a computer network in ~~communication with a first, second, and third computer device, the first computer device being adapted to be used by a customer in possession of a system in the series, the second computer device being adapted to be used by the originating entity, and the third computer device being adapted to be used by a committee comprised of a customer representative and an originating entity representative, the method and comprising:~~

~~receiving at least one of an issues or a and comments corresponding to the issues over the computer network, from at least one of the customer a customer or the an originating entity administering the series, wherein the originating entity comprises an aircraft manufacturer, and wherein the receiving step comprising receiving the issues and comments for posting on a discussion-capable electronic media configured to have a plurality of issues and a plurality of comments posted thereon and accessible to the first, the second, and a third computer device over the computer network;~~

~~accessing the electronic media by a the committee via the third computer device including a customer representative and an originating entity representative for the committee to separate the posted plurality of issues into rejected issues and action issues, at least partially based on the posted plurality of comments, and for the committee to prioritize the action issues;~~

~~assigning an action issue by the committee via the third computer device to one of the customer or the originating entity to have for conducting a resolution investigation conducted thereon, and sending therewith a set of resolution directions for conducting the respective resolution investigation for the assigned action issue over the computer network to the one of the customer or the originating entity via the corresponding one of the first computer device or the second computer device.~~

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the set of resolution directions including a suggested cost for resolving the issue;  
and  
receiving a resolution proposal; for the assigned action issue resulting from the  
corresponding resolution investigation, ~~for the action issue over the computer~~  
~~network;~~ the resolution proposal being received from the one of the assigned  
customer or the originating entity assigned the respective action issue, the  
resolution proposal and being accessible by the committee via the third computer  
device for the committee to evaluate the resolution proposal; and  
directing implementation of the resolution proposal for the evaluated action issue by the  
committee via the third computer device over the computer network; the  
committee then directing closure of the action issue upon completion of  
implementation of the resolution proposal;  
~~wherein the assigning, receiving and directing steps occur for each of a plurality of action~~  
~~issues at least partially based upon the priority determined by the committee.~~

2. (Previously Presented) A method according to Claim 1 further comprising storing the  
rejected issues for at least one of further monitoring or future reference.

3. (Currently Amended) A method according to Claim 1 wherein the sending a set of resolution  
directions step comprises sending a set of resolution directions ~~comprising further including~~ at  
least one of an assignment of the action issue to one of the customer or the originating entity, a  
~~suggested cost of the implementation of the resolution proposal;~~ or a criteria for designating the  
action issue as being resolved.

4. (Currently Amended) A method according to Claim 1 wherein ~~the originating entity~~  
~~comprises an aircraft manufacturer of a series of aircraft;~~ and wherein the receiving an issue step  
comprises receiving a non-safety issue.

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5. (Currently Amended) A system for collaboratively identifying, prioritizing, and resolving issues affecting a series administered by an originating entity, the series comprising a plurality of similar complex systems, the system being implemented over a computer network and comprising:

- ~~a first computer device adapted to be used by a customer and configured to be in communication with a computer network;~~
- ~~a second computer device adapted to be used by the originating entity and configured to be in communication with the computer network;~~
- ~~a third computer device adapted to be used by a committee comprised of a customer representative and an originating entity representative, the third computer device being configured to be in communication with the computer network; and~~
- ~~a fourth computer device configured to be in communication with the first, second, and third computer devices communicate over the computer network, with a customer in possession of a system in the series, an originating entity administering the series, and a committee including a customer representative and an originating entity representative, wherein the originating entity comprises an aircraft manufacturer, and wherein the fourth computer device comprising comprises:~~
  - ~~a first processing portion configured receive at least one of an issues or and comments corresponding to the issues from at least one of the first computer device customer or the second computer device over the computer network originating entity, the first processing portion also being configured to post the issue and comments on a discussion-capable electronic media configured to have a plurality of issues and a plurality of comments posted thereon;~~
  - ~~a second processing portion responsive to the first processing portion and configured to post at least one of the issue and the comment on a discussion capable electronic media accessible to the first, second, and third computer devices over the computer network, the electronic media being configured to have a plurality of issues and a plurality of comments posted thereon;~~

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a ~~third~~second processing portion configured to be responsive to the ~~third~~ computer device ~~used for use by the committee, for the committee to:~~  
~~access the electronic media;~~  
~~separate the posted plurality of issues into rejected issues and action issues, at least partially based on the posted plurality of comments;~~ and  
~~prioritize the action issues;~~  
a ~~fourth~~third processing portion configured to be responsive to the ~~third~~ computer device ~~used for use by the committee, for the committee to:~~  
~~assign an action issue to one of the customer or the originating entity to have for~~  
~~conducting a resolution investigation conducted thereon;~~ and  
~~send a set of resolution directions for conducting the respective resolution investigation for the assigned action issue over the computer network to the one of the customer or the originating entity via the corresponding one of the first computer device or the second computer device, the set of resolution directions including a suggested cost for resolving the issue;~~  
a ~~fifth~~fourth processing portion configured to receive a resolution proposal, ~~for the action issue resulting from the corresponding resolution investigation, for the action issue over the computer network, the resolution proposal being received from the one of the assigned customer or the originating entity assigned the respective action issue and such that the resolution proposal is, and being accessible by the committee via the third computer device, for the committee to evaluate the resolution proposal; and~~  
a ~~sixth~~fifth processing portion configured to be responsive to the ~~third~~ computer device ~~used for use by the committee, for the committee to:~~  
~~direct implementation of the resolution proposal for the evaluated action issue over the computer network;~~ and  
~~direct closure of the action issue upon completion of implementation of the resolution proposal,~~

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wherein the ~~third, fourth, and fifth and sixth~~ executable portions are configured for each of a plurality of action issues based upon the priority determined by the committee.

6. (Currently Amended) A system according to Claim 5 wherein the ~~third second~~ processing portion is further configured to store the rejected issues for at least one of further monitoring or future reference.

7. (Currently Amended) A system according to Claim 5 wherein the set of resolution directions ~~comprises further includes~~ at least one of an assignment of the action issue to one of the customer or the originating entity, a suggested cost of the implementation of the resolution proposal, or a criteria for designating the action issue as being resolved.

8. (Previously Presented) A system according to Claim 5 wherein the issues comprise non-safety issues.

9. (Cancelled)

10. (Currently Amended) A system according to Claim 9-5 wherein the originating entity comprises an aircraft manufacturer of a series of aircraft.

11. (Currently Amended) A method of collaboratively identifying, prioritizing, and resolving issues affecting a series ~~administered by an originating entity, the series comprising a plurality of~~ similar complex systems, the method being implemented over a computer network in ~~communication with a first, second, and third computer device, the first computer device being adapted to be used by a customer in possession of a system in the series, the second computer device being adapted to be used by the originating entity, and the third computer device being adapted to be used by a committee comprised of a customer representative and an originating entity representative, the method and comprising:~~

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receiving at least one of an issues or a and comments corresponding to the issues over the computer network, from a customer or the an originating entity via the respective computer device administering the series, wherein the receiving step comprises receiving the issues and comments for posting on a discussion-capable electronic media configured to have a plurality of issues and a plurality of comments posted thereon and accessible to the first, the second, and the third computer devices over the computer network;

separating, by the committee, the posted issues into rejected issues and action issues at least partially based on the posted comments;

prioritizing, by the committee, the action issues;

assigning, by the committee, an action issue to an assignee, the assignee comprising one of the customer or the originating entity, the assignee for the respective action issue thereby being responsible for developing a resolution proposal for resolving that the respective action issue;

sending, by the committee via the third computer device, the action issue with and an associated set of resolution directions over the computer network to the assignee of the action issue via the respective computer device, the set of resolution directions including at least one issue-closure criteria to be met by the resolution proposal for the action issue;

receiving, by the committee, a resolution proposal for the action issue over the computer network from the respective assignee; and

evaluating, by the committee, the resolution proposal for the action issue with respect to the issue-closure criteria;

directing, by the committee, implementation by at least one of the customer and the originating entity of the resolution proposal meeting the associated issue-closure criteria for the action issue; and

closing, by the committee, the action issue upon completion of implementation of the associated resolution proposal,

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~~wherein the separating, prioritizing, assigning, sending, receiving and evaluating steps are performed by a committee including a customer representative and an originating entity representative wherein the assigning, sending, receiving, evaluating, directing and closing steps occur for each of a plurality of action issues at least partially based upon the priority determined by the committee.~~

12. (Previously Presented) A method according to Claim 11 further comprising storing the rejected issues for at least one of further monitoring or future reference.
13. (Previously Presented) A method according to Claim 11 wherein assigning the action issue comprises assigning the action issue to an assignee according to the priority determined by the committee.
14. (Previously Presented) A method according to Claim 11 wherein sending the action comprises sending the action issue with an associated set of resolution directions including at least one of an implementation cost or an implementation deadline to be met by the resolution proposal for the respective action issue.
15. (Previously Presented) A method according to Claim 11 wherein the originating entity comprises an aircraft manufacturer of a series of aircraft, and wherein receiving an issue comprises receiving a non-safety issue.
16. (Previously Presented) A method according to Claim 11 further comprising requesting, by the committee, approval of the at least one issue-closure criteria associated with the action issue, from at least the customer, prior to assigning the action issue to the assignee.
17. (Previously Presented) A method according to Claim 11 further comprising obtaining, by the committee, a commitment from at least the customer to implement a resolution proposal to

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the action issue meeting the at least one issue-closure criteria, prior to assigning the action issue to the assignee.

18. (New) A method according to Claim 1 wherein receiving issues and comments comprises receiving issues and comments from at least one of a customer in possession of a system in the series or an originating entity administering the series,

wherein accessing the electronic media comprises accessing the electronic media

for the committee to separate the posted issues into rejected issues and action issues based on the posted comments, and to prioritize the action issues, and wherein the method further comprises:

directing implementation of the resolution proposal for the evaluated action issue by the committee, directing implementation including the committee directing closure of the action issue upon completion of implementation of the resolution proposal, wherein the assigning an action issue, receiving a resolution proposal and directing implementation of the resolution proposal steps occur for each of a plurality of action issues at least partially based upon the priority determined by the committee.

19. (New) A method according to Claim 11 wherein receiving issues and comments comprises receiving issues and comments from at least one of a customer in possession of a system in the series or an originating entity administering the series, and wherein the method further comprises:

directing implementation by at least one of the customer or the originating entity of the resolution proposal meeting the associated issue-closure criteria; and closing, the action issue upon completion of implementation of the associated resolution proposal,

wherein the directing and closing steps are also performed by the committee, and wherein the assigning, sending, receiving, evaluating, directing and closing steps occur for each of a plurality of action issues at least partially based upon the priority determined by the committee.

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20. (New) A method according to Claim 11 wherein the originating entity comprises an aircraft manufacturer of a series of aircraft, and wherein sending the action comprises sending the action issue with an associated set of resolution directions including an implementation cost.

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